Integrated Management Navigation System
Strategic Integrated Procurement Enterprise System

STRIPES Communiqué

DEPARTMENT OF ENERGY STRIPES

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The STRIPES Communiqué is one of the many ways you will receive information and progress updates about the STRIPES Project. If you did not receive this communiqué via e-mail and would like to be added to the STRIPES mailing list, send an e-mail to STRIPES@hq.doe.gov with the word "subscribe" in the subject line.

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Next Phase of Configuration Control Board Welcomes Field Representatives

Rock. Paper. Scissors. This game of chance is not how the STRIPES Project conducts business or makes decisions. Leading up to the Phase I Deployments of Spring 2008, the STRIPES Project Team actively engaged the Procurement, Budget, Finance and Program Offices into its ongoing decision making. From requirements gathering, software selection, configuration, testing and pilot activities, our stakeholders have been influential and invaluable. Now that Phase I Sites are operational and completing their first STRIPES fiscal year-end, the project team continues to apply the knowledge gained to both deployment of future Sites and ongoing operations at implemented Sites.

Recently the Configuration Control Board (CCB) has begun to realign itself for post-deployment maintenance and operations for STRIPES. As a part of the planned transition strategy, the CCB now includes six representatives from the field procurement offices and a representative from finance. The newest CCB members are hardly new to the STRIPES project. These CCB members were participants in drafting the original STRIPES business case in 2000 and have served as the Project Management Team (PMT) leading up to Phase I deployments. The STRIPES Project Team is pleased to have these representatives on hand to provide first hand insight from users while maintaining operational oversight.

The main function of the CCB is to oversee functional and technical requirement requests and changes. The CCB is chartered to control system configuration and provide a forum for the exchange of information to advance effective management, system control, and utilization of STRIPES. The primary purpose of the CCB is to ensure that all proposed changes are properly defined, prioritized, processed, and resolved in a visible and traceable manner that assures system uniformity and configuration control which adheres to the vision as depicted in the business case. The CCB uses the iManage standards and processes known as System Change Requests (SCRs). Any SCRs related to STRIPES are tracked and managed by the STRIPES CCB.

As part of the initial creation of the STRIPES CCB a few short years ago, DOE Project Managers and IBM STRIPES Project Team Leads actively participated on the CCB to facilitate the communication of potential schedule, scope, and project resource impacts for all proposed changes. Moving forward, the CCB will remain a small formal decision-making body which will now include additional DOE federal members from the Project Management Team. In order to recognize input on STRIPES' functionality, users from other Sites will have a voice through participation in the DOE STRIPES User Group. We are in the early stages of forming a DOE STRIPES users group for deployed Sites. It is anticipated that the growing STRIPES

community will have recommendations both large and small as users become increasingly familiar with the system. Also, it is through this forum that users can share tips and suggestions with each other. This additional user group activity will gear up as Site Deployment Managers (SDMs) and Site Points of Contacts (SPOCs) responsibilities begin to ramp down once their respective Sites are deployed and operational. The STRIPES Project Team is pleased to evolve and transition its governance oversight so the best decisions continue to be made based on careful exploration and not a guessing game.

STRIPES' Plan for the Unexpected Put to the Test

On Wednesday, September 17th you may have taken a big gulp if you were among those at Headquarters whose entire e-mail inbox seemingly disappeared. A rare but significant technical outage occurred that afternoon at the core of the Department's Storage Area Network (SAN).

The SAN is a collection of hard drives that stores data across DOE. Information from shared drives, archived e-mails and even iManage data are stored on this hard drive system. Fortunately, the technical managers at the Application Hosting Environment (AHE) worked around the clock and put the recovery plan into action. iManage technical resources also rolled-up their sleeves to help with the restoration process.

STRIPES users who were using the system at the time of the outage had excellent data recovery. The STRIPES software is designed to save data when a person clicks from one screen to the next. Therefore, users may have lost the data entry on the last screen they were working or in process transactions at the moment the outage occurred. DOE has a formal and well executed System Security Plan (SSP) that came into play to restore the SAN, supporting systems, and DOE stored data. The SSP prioritizes courses of action based on a systems priority level. The iManage systems, STRIPES and STARS, are ranked top priority systems that need to be restored if such an outage occurs. The tightly controlled certification and accreditation process, known as C&A, establishes a system's priority level long before a new system is deployed.

The Application Hosting Environment (AHE) team and key iManage technical developers worked around the clock and through the weekend to restore the connection utilizing system back-ups. Understandably, the STRIPES Project Team received inquiries about the back-up and recovery process that was in place, given the fiscal year end crunch. So here goes the technical jargon…

Weekly system back-ups are made in the event the STRIPES system or supporting interface connections need to be reestablished in the event of a failure. These very thorough weekly copies of data are referred to as "cold back-ups". Additionally, STRIPES takes incremental data updates twice a week referred to as "hot back-ups". There is also a transaction log which records the key strokes and interface connections, so that data can be re-enacted step by step to help bring the system back to operational status. While these details are typically considered highly technical, we felt that this was a good time to share the safeguards that are in place in the event of a major system failure. Back-up technical environments for STRIPES physically reside in a different location as an additional precaution and to satisfy industry standard requirements outlined in the aforementioned security guidelines.

STRIPES was unexpectedly tested and the "plan for the unexpected" approach got our users back into the system with minimal data loss at this critical time. Of course, further improvements learned by this significant outage are being applied to the SAN and other systems supported by the Application Hosting Environment, including STRIPES.

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